

First Hit Previous Doc Next Doc Go to Doc#
End of Result Set

☐ **Generate Collection** **Print**

foreign
abstract
search
11/28/05

L8: Entry 5 of 5

File: DWPI

Jul 16, 1991

DERWENT-ACC-NO: 1991-230396
DERWENT-WEEK: 199131
COPYRIGHT 2005 DERWENT INFORMATION LTD

TITLE: Verbal information processing by voice recognition system - recording verbal
response, determining by automation of information was reliably recognised and
transmitting response of customer

INVENTOR: SHIPMAN, D W**PATENT-ASSIGNEE:**

ASSIGNEE

CODE

VOICE PROCESSING

VOICN

PRIORITY-DATA: 1988US-0202506 (June 6, 1988), 1989US-0453108 (December 21, 1989)**Search Selected****Search ALL****Clear****PATENT-FAMILY:**

PUB-NO

PUB-DATE

LANGUAGE

PAGES

MAIN-IPC

US 5033088 A

July 16, 1991

000

APPLICATION-DATA:

PUB-NO

APPL-DATE

APPL-NO

DESCRIPTOR

US 5033088A

December 21, 1989

1989US-0453108

INT-CL (IPC): G10L 5/00; H04M 3/50**ABSTRACTED-PUB-NO:** US 5033088A**BASIC-ABSTRACT:**

Information received by a automated system from a caller is fed into a speech recognition system, which attempts to recognize the information. The caller's input also is recorded by a recording device. The task is completed if the information is reliably recognized. If the information is not reliably recognized, the speech recognition system optionally requests that the information be repeated. The repeated information is received by the system, and the speech recognition system again attempts to identify the information.

The task is completed if the repeated information is reliably recognized. If the repeated information is again not reliably recognized by the speech recognition system, and usually without ably the caller knowing, the spoken information is transmitted to a human attendant who attempts to identify the information by a playback of the recorded information and possibly a visual display of the speech

recognition system's proposed solution to what the caller stated. If the caller's information is recognized, the human attendant - then inputs the information so that the system can complete the task.

telephone. ADVANTAGE - Automated system is able to complete task with minimal contact with caller.

CHOSEN-DRAWING: Dwg.1/2

TITLE-TERMS: VERBAL INFORMATION PROCESS VOICE RECOGNISE SYSTEM RECORD VERBAL
RESPOND DETERMINE AUTOMATIC INFORMATION RELIABILITY RECOGNISE TRANSMIT RESPOND
CUSTOMER

DERWENT-CLASS: P86 W01

EPI-CODES: W01-C02B; W01-C02X; W01-C05B5;

SECONDARY-ACC-NO:

Non-CPI Secondary Accession Numbers: N1991-175672

[Previous Doc](#)

[Next Doc](#)

[Go to Doc#](#)

[First Hit](#)[Previous Doc](#)[Next Doc](#)[Go to Doc#](#)

Generate Collection

Print

L2: Entry 26 of 27

File: DWPI

Oct 4, 1995

DERWENT-ACC-NO: 1995-330607

DERWENT-WEEK: 199840

COPYRIGHT 2005 DERWENT INFORMATION LTD

TITLE: Total customer support system for monitoring several copiers or printers via telephone network - has microcomputer in each copier for monitoring operational functions and storing related use data, which is collected by remote centre in response to signal from appts.

INVENTOR: ROZTOCIL, T

PATENT-ASSIGNEE:

ASSIGNEE

CODE

EASTMAN KODAK CO

EAST

PRIORITY-DATA: 1994US-0220127 (March 30, 1994)

Search Selected

Search ALL

Clear

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
<input type="checkbox"/> GB 2288100 A	October 4, 1995		018	H04M011/00
<input type="checkbox"/> GB 2288100 B	September 23, 1998		000	H04M011/00
<input type="checkbox"/> DE 19510508 A1	October 5, 1995		008	G07C003/00

APPLICATION-DATA:

PUB-NO	APPL-DATE	APPL-NO	DESCRIPTOR
GB 2288100A	March 28, 1995	1995GB-0006307	
GB 2288100B	March 28, 1995	1995GB-0006307	
DE 19510508A1	March 23, 1995	1995DE-1010508	

INT-CL (IPC): [G03 G 15/00](#); [G06 F 17/60](#); [G07 C 3/00](#); [H04 M 11/00](#)

ABSTRACTED-PUB-NO: GB 2288100A

BASIC-ABSTRACT:

The total customer support network (10) is connected to copiers or printers (12A-12W) and telephones adjacent to each reproduction apparatus via a customer PC (20) which collects data from the apparatus. The network also includes a manned customer assistance centre (30), a diagnostic and administrative device (40) including a meter reading computer (50) for collecting apparatus data usage. A product initiated diagnostic computer (60) collects data from a copier which sent it a signal, and an artificial intelligence diagnostic unit (70) may also be included.

The diagnostic and administrative device provides output signals sent back to a particular copier designating alterations necessary for its efficient operation. If the alteration cannot be remotely operated a field administrative system (80) is contacted to dispatch a field engineer to perform service on the copier.

ADVANTAGE - Provides entire support mechanism, mainly automatic, for copiers and printers. Minimises manual workload.

ABSTRACTED-PUB-NO:

GB 2288100B

EQUIVALENT-ABSTRACTS:

The total customer support network (10) is connected to copiers or printers (12A-12W) and telephones adjacent to each reproduction apparatus via a customer PC (20) which collects data from the apparatus. The network also includes a manned customer assistance centre (30), a diagnostic and administrative device (40) including a meter reading computer (50) for collecting apparatus data usage. A product initiated diagnostic computer (60) collects data from a copier which sent it a signal, and an artificial intelligence diagnostic unit (70) may also be included.

The diagnostic and administrative device provides output signals sent back to a particular copier designating alterations necessary for its efficient operation. If the alteration cannot be remotely operated a field administrative system (80) is contacted to dispatch a field engineer to perform service on the copier.

ADVANTAGE - Provides entire support mechanism, mainly automatic, for copiers and printers. Minimises manual workload.

CHOSEN-DRAWING: Dwg.1/2

TITLE-TERMS: TOTAL CUSTOMER SUPPORT SYSTEM MONITOR COPY PRINT TELEPHONE NETWORK MICROCOMPUTER COPY MONITOR OPERATE FUNCTION STORAGE RELATED DATA COLLECT REMOTE CENTRE RESPOND SIGNAL APPARATUS

DERWENT-CLASS: P84 S06 T04 T05 W01 W05

EPI-CODES: S06-A14B; T04-G10E; T05-G02; W01-C05B3F; W05-D03C;

SECONDARY-ACC-NO:

Non-CPI Secondary Accession Numbers: N1995-248886

[Previous Doc](#)

[Next Doc](#)

[Go to Doc#](#)